

Learning Lessons Quarterly Bulletin

Newsletter Date December 2016

Focus on Health and Safety Culture

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Welcome to South Staffordshire and Shropshire Healthcare NHS Foundation Trust's Learning Lessons bulletin.

As a Trust we recognise the benefits that can be had from sharing and cascading learning from incidents and near misses, and know that if this is done effectively it can help to minimise future risk and strengthen the quality of the services we provide.

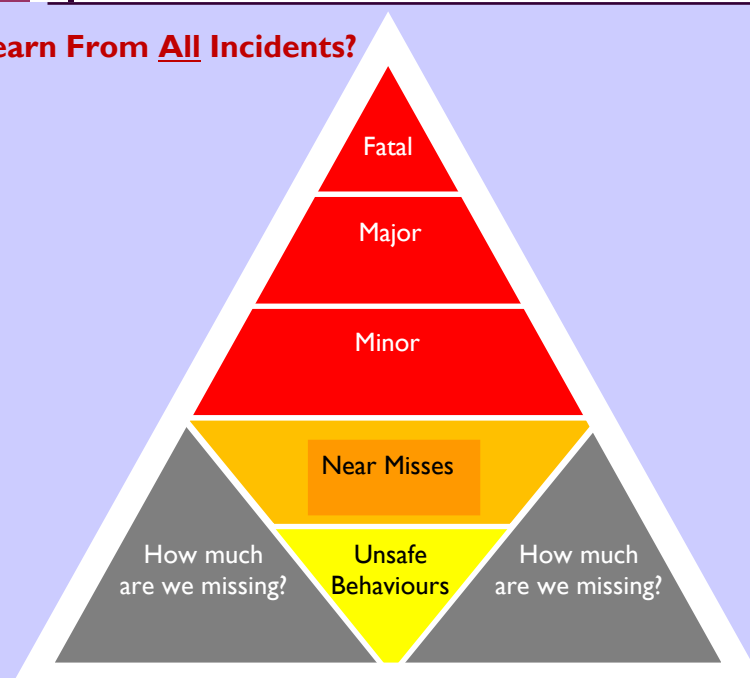
The Trust is committed to quality improvement, and will continue its strong focus on delivering high quality, safe and effective services. This new quarterly bulletin is an important component of a number of key approaches embraced by the Trust to drive forward the quality agenda.

The ultimate aim of evaluating our services and learning lessons is to improve outcomes for service users. This bulletin is intended to support this aim by communicating and strengthening local and national lessons to be learnt from both positive practice and areas for improvement.

In this issue we have focused on health and safety culture.

Most people roll their eyes when they hear the words 'health and safety' so why not give it a chance and give this a read - you may take something with you!

Do You Think We Learn From All Incidents?



Everybody is quite good at changing things to prevent these.

We tend to be poor about changing things to prevent these – and these are what will change the culture

Learning Lessons Features

Key Facts

Lets start by looking at some key facts. The information below was taken from the Health and Safety Executive (HSE) for 2016. As a Trust, we affect some of these figures.

When you look at the key facts below, it makes sense that we ensure health and safety is part of our everyday life and something which is embedded within our culture.

If the right culture was adopted across every team, we could make a difference.

Key facts



Workers suffering from a work-related illness (new or long standing) in 2015/16

Source: Estimates based on self-reports from the Labour Force Survey



Workers suffering from work-related musculoskeletal disorders (new or longstanding) in 2015/16

Source: Estimates based on self-reports from the Labour Force Survey



Workers suffering from work-related stress, depression or anxiety (new or longstanding) in 2015/16

Source: Estimates based on self-reports from the Labour Force Survey



Annual costs of new cases of work-related illness in 2014/15, excluding long latency illness such as cancer

Source: Estimates based on HSE Cost Model



Non-fatal injuries to workers in 2015/16

Source: Estimates based on self-reports from the Labour Force Survey



Non-fatal injuries to employees reported by employers in 2015/16

Source: RIDDOR



Fatal injuries to workers in 2015/16

Source: RIDDOR



Annual costs of workplace injury in 2014/15

Source: Estimates based on HSE Cost Model



Mesothelioma deaths in 2014, with a similar number of lung cancer deaths linked to past exposures to asbestos

Source: Death certificates



Working days lost due to work-related illness and non-fatal workplace injuries in 2015/16

Source: Estimates based on self-reports from the Labour Force Survey



Notices issued by all enforcing bodies in 2015/16

Source: HSE Enforcement data



Annual costs of work-related injury and new cases of illness in 2014/15, excluding long latency illness such as cancer

Source: Estimates based on HSE Cost Model

So, how can all this help you change the area where you work and change the culture without adding something else to the working day?

It may take time to embed a culture but small things you do can have a big impact. One thing you can continue to do is report incidents, accidents and near misses. Feeding back on incidents is also an important part of this.



Learning Lessons Features

Stop the 'Walk Past' Culture.

Another way of changing a culture is to stop the bad habits.

How many times have you spotted something but not done anything about it?

Maybe you're too busy to sort it out?

Perhaps it's 'only minor' so someone else will notice it and sort it out?



Lets take a scenario where a small amount of water on the floor.

One person walks by and notices the water but doesn't slip on it. They also don't do anything about it.

Another person walks over the water and slips but doesn't lose balance and doesn't report it either.

This is 2 near misses at the moment and nothing has been done.

The third person slips on the water, falls and injures themselves.

If something had been done by the first person, the 2nd and 3rd would not have slipped. Think about if you are the third person, or it is a patient or visitor. The outcome is far worse than if it was dealt with initially and the work involved/time lost is also greater.

So you see, something so simple could be dealt with quickly, could avoid injury to others and save time in the long run.

Building on this, if the leak was due to a damaged roof, something more would have to be done. Once again, a simple case of logging a job for the appropriate person to sort it and an incident form should fix this.

In the meantime putting a little cordon around the leak to prevent others slipping will eliminate this risk.

Health and safety is common sense - if something doesn't feel right, it probably isn't.

Remember, you're not on your own. Speak to those around you and see what others think. Speak to risk management or the health, safety and security advisor.

Remember, the small things you do can have a big impact.

Ways to Improve Health and Safety Culture in Your Area:

To help improve health and safety and/or health and safety culture in your area, see these top tips below:

- Lead by example.** You don't need to manage a team/ward to lead by example. Anyone can be committed to safety and be proud and empowered to raise/discuss with others.
- Effective communication.** Communication is a huge part of a positive culture. Questions about health and safety should be part of everyday work conversations and management should listen actively and respond as appropriate.
- It's not a 'tick box' exercise.** Changing the way people perceive H&S can have a massive impact on culture. It's not there to make your life harder - it's there for everyone's safety.
- Learn lessons from incidents, complaints and mistakes.** Don't be afraid to report it and speak up. Your experience of the incident can help others in the future - it's not a blame game!
- It's not all about high vis jackets and clipboards!** Remove the stigma and make health and safety part of what you do every day. This will save time in the long run will help maintain the safety of staff, patients and visitors.

Useful Resources Relating to Health and Safety Culture:

Organisational culture and how to implement human factors in healthcare

<http://www.hse.gov.uk/humanfactors/topics/culture.htm>

Safety culture maturity model

<http://www.hse.gov.uk/research/otopdf/2000/oto00049.pdf>

IOSH – promoting a positive culture

<http://www.iosh.co.uk/~media/Documents/Books%20and%20resources/Guidance%20and%20tools/Promoting%20a%20positive%20culture.pdf>

The Health Foundation - safety culture report

<http://www.health.org.uk/sites/health/files/SafetyCultureWhatIsItAndHowDoWeMeasureIt.pdf>

Safety culture toolkit

<http://www.safetyculturetoolkit.rssb.co.uk/safety-culture-information/safety-culture-development/five-levels-of-safety-culture.aspx>

Safety Culture Check - Check Your Own Work Area

Using the checklist below, you can quickly see what the culture is like in your work area and see the areas which you can improve on.

	Safety indicators	Y/N or score?
1	Managers and Unions regularly visit the workplace (clinical and non-clinical areas) and discuss safety matters with the workforce	
2	The Trust gives regular, clear information on health and safety matters	
3	The workforce can raise safety concerns, knowing that the Trust will take them seriously and inform them what is being done	
4	Health and Safety is high priority	
5	Incidents, accidents and near misses are investigated, something is done about them where possible and feedback is provided	
6	The Trust keeps up to date on new ideas on health and safety	
7	The workforce gets appropriate safety equipment and training	
8	The workforce and trade unions are included in decisions affecting health and safety and are regularly asked for input	
9	It is rare for people to take short cuts or unnecessary risks	
10	The workforce can be open and honest about safety - the Trust does not just try to find someone to blame	
11	Morale is generally high	

The more detailed checklist is found in [HSE Human Factors Briefing Note 7 – Safety Culture](#)

Remember if you want any assistance or have any questions about this bulletin, speak with a member of the risk management team or Nick Hulme - health, safety and security advisor. (see over the page for a contact list)



This Bulletin is available on the Trust website at :

[http://
www.southstaffsandshropshealthcareft.
nhs.uk/Default.aspx](http://www.southstaffsandshropshealthcareft.nhs.uk/Default.aspx)

Or alternatively

A hard copy can be obtained by contacting the Trust Risk Management Department on 0300 790 7000 ext 8695

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- We welcome your feedback on this Learning Lessons Bulletin to help us to ensure that future editions are helpful and informative
- We would also welcome your ideas for future features or areas of learning you feel are relevant to be cascaded across the Trust

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